



OFFICIAL EXECUTIVE DECISION NOTICE PUBLISHED BY DEMOCRATIC SERVICES

Notice is hereby given that the following decision(s) have been made today by Cabinet Members at the London Borough of Hillingdon:

Title of decision	Annual Self-Assessment and Annual Housing Complaints and Service Improvement Report (2025/26)
Reference No.	2026/1807
Date of decision	Monday 28 September 2026
Call-in expiry date	Monday 5 October 2026
Relevant Select Committee	Corporate Resources & Infrastructure Select Committee
Relevant Wards	All Wards

Decision made

Cabinet Members making the decision	Councillor Nick Denys, Cabinet Member for Planning, Housing & Property
Decision	Agreed That the Cabinet Member for Planning, Housing & Property: 1) Approves the Council's 2025/26 Annual Self-Assessment against the Housing Ombudsman's Complaint Handling Code, attached at Appendix A to this report. 2) Approves the Council's Annual Review of Complaint Handling Report, attached as Appendix B to this report. 3) Approves the Member Responsible for Housing HRA Governing Body Response attached as Appendix C to this report. 4) Notes the Corporate Complaints Procedure is to be submitted to the Ombudsman as part of the submission, attached as Appendix D to this report. 5) Notes the Annual Housing Complaints and Service Improvement Report 2025/26, including the self-assessment, Governing Body Response and Corporate Complaints Procedure will be published on the Council's complaints webpage in accordance with the requirements of the Housing Ombudsman's Complaint Handling Code.
Reason for decision	The Cabinet Member noted that the Housing Ombudsman's

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	Complaint Handling Code requires landlords to undertake an annual self-assessment to ensure that complaints policies and procedures remain compliant with the requirements of the Code. The self-assessment confirmed compliance across all nine sections of the Code and reflected improvements made to the Council's complaints arrangements during 2025/26 and 2026, including revisions to the Corporate Complaints Procedure and the delivery of further staff training. The recommendations were approved as they provided formal oversight of the Council's annual self-assessment, enabled the Council to demonstrate compliance with the Complaint Handling Code, and ensured that the self-assessment could be published alongside the annual complaints performance and service improvement report, the Governing Body Response and the Corporate Complaints Procedure in accordance with the Code's transparency and reporting requirements.
Alternative options considered and rejected	The option to defer approval of the annual self-assessment was considered but rejected as no matters were identified that warranted further review and a delay would have postponed formal approval and publication. The option of taking no action was rejected as it would have risked non-compliance with the Housing Ombudsman's Complaint Handling Code and its requirements for annual assessment, reporting and publication. The option to cease the activity was not considered appropriate given the Council's ongoing regulatory obligations to maintain effective complaints arrangements and demonstrate compliance with the Code.
Classification	Part I – Public
Link to associated report	Here
Relevant Officer contact & Directorate	Shaheen Mahtabuddin, Head of Service Improvement
Any interest declared by the Cabinet Member(s) / dispensation granted	N/A

Implementation of decision & scrutiny call-in

[Internal Use only]	
When can this decision be implemented by officers?	Officers can implement Cabinet Member decision in this notice only from the expiry of the scrutiny call-in period which is: 5pm on Monday 5 October 2026 However, this is subject to the decision not being called in by Councillors on the relevant Select Committee. Upon receipt of a valid call-in request, Democratic Services will immediately advise the relevant officer(s) and the decision must then be put on hold.

Councillor scrutiny call-in of this decision	Councillors on the relevant Select Committee shown in this notice may request to call-in this decision. The request must be before the expiry of the scrutiny call-in period above. Councillors should use the Scrutiny Call-in App (link below) on their devices to initiate any call-in request. Further advice can be sought from Democratic Services if required: Scrutiny Call-In - Power Apps (secure)
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Further information	These decisions, where applicable, have been taken under The Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012. This is the formal notice by the Council of the above executive decision, including links to the reports where applicable. If you would like more information on this decision, please contact Democratic Services on 01895 250636 or email: democratic@hillington.gov.uk. Circulation of this decision notice is to a variety of people including Members of the Council, Corporate Directors, Officers, Group Secretariats and the Public. Copies are also placed on the Council's website. Democratic Services London Borough of Hillingdon Civic Centre High Street Uxbridge UB8 1UW
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